



WHAT IS A GREAT WORKPLACE?

(Gallup Workplace Study, June 1999)

Item 1: "I know what is expected of me at work."

Item 2: "I have the materials and equipment I need to do my work right."

Item 3: "At work, I have the opportunity to do what I do best every day."

Item 4: In the last 7 days, I have received recognition or praise for doing good work."

Item 5: "My supervisor, or someone at work, seems to care about me as a person."

Item 6: "There is someone at work who encourages my development."

Item 7: "At work, my opinion seems to count."

Item 8: "The mission/purpose of my company makes me feel my job is important."

Item 9: "My associates (fellow employees) are committed to doing quality work."

Item 10: "I have a best friend at work."

Item 11: "In the last six months, someone at work has talked to me about my progress."

Item 12: "This last year, I have had opportunities at work to learn and grow."

KEY DISCOVERIES

#1—There are no great companies. There are only great workgroups.

#2—There appears to be 12 dimensions that consistently describe great workgroups.